

Inside & Out

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COMPAQ® NEWS

VOLUME 5, ISSUE 8



COMPAQ DESKPRO 386/20, COMPAQ PORTABLE 386 break technology barriers

Sommermeier celebrates accident-free year

Memorable experiences

1,000,000th COMPAQ computer to be given away in drawing

Compaq introduces most powerful desktop, portable personal computers



Compaq today announced two major new products to provide personal computer users with more speed, power and capabilities than ever before:

—The COMPAQ DESKPRO 386/20™, the world's most powerful high-performance personal computer, offering 20-megahertz speed in a desktop workstation; and

—The COMPAQ PORTABLE 386™, which offers 20-megahertz speed in the compact, lightweight shape of a COMPAQ PORTABLE III™, and provides more power than any other portable personal computer.

The company also introduced the new MS-DOS 3.3 operating system for COMPAQ computers, which breaks the 32-megabyte fixed disk drive partition limitation. Additionally, Compaq announced Microsoft Windows 386/Presentation Manager will be promotionally included, free of charge, with all COMPAQ PORTABLE 386, COMPAQ DESKPRO 386/20 and COMPAQ DESKPRO 386 Personal Computers shipped to Authorized Dealers by Dec. 31.

Microsoft Windows is an operating environment which incorporates a graphical user interface, co-developed by Compaq and Microsoft, to allow true

multi-tasking of existing MS-DOS applications on 80386-based personal computers.

"Taken together, these new 386 hardware and software products enhance our long-standing market leadership in 80386-based systems," Compaq President Rod Canion said this morning at a news conference in New York, where the products were announced with the theme, "In the Spirit of Excellence".

COMPAQ DESKPRO 386/20

This powerful new desktop computer combines the Intel 20-megahertz microprocessor with an advanced system architecture, using the new Intel 82385 cache memory controller.

This computer offers 50% better performance than most current 16-megahertz 80386-based systems. It also provides 25% higher performance than other 20-megahertz 80386-based personal computers, and runs all the popular software, hardware add-ons and peripheral devices designed for industry-standard 80286- and 80386-based personal computers.

It is available with 60-, 130-, and 300-megabyte fixed disk drives.

Suggested U.S. resale prices of the

COMPAQ DESKPRO 386/20 Models 60, 130, and 300 are \$7,499, \$9,499 and \$12,499, respectively.

"When we set out to develop the COMPAQ DESKPRO 386/20, the question wasn't how we would get to 20 megahertz," Canion said. "The question really was how to get the most out of 20 megahertz."

The answer, he explained, was the Flexible Advanced Systems Architecture, or "Flex" architecture, developed by Compaq.

This combines an advanced memory caching scheme with innovative concurrent memory and I/O bus. The Flex architecture provides a practical solution to the bottleneck of data traffic that is created in personal computers which use the latest high-performance components, such as advanced processors, disk drives and memory.

The Compaq Flex Architecture alleviates bottlenecks by providing separate data paths for memory and peripheral input/output. Concurrent operation is achieved when the microprocessor is executing out of its cache memory while a peripheral is accessing main memory through the direct memory access controller. The

COMPAQ Flex architecture uses the most advanced memory caching scheme available, built around the new Intel 82385 cache controller chip.

The Flex architecture also allows expansion of internal main memory up to 16 megabytes without requiring an expansion slot.

The COMPAQ DESKPRO 386/20 can be fitted with an optional 20-megahertz 80387 coprocessor or with a Weitek coprocessor board with an 80387 socket. This provides compatibility with sophisticated applications developed for 80287 coprocessors, while the Weitek board can provide two to three times the performance of 20-megahertz 80387 coprocessors for specialized applications such as computer-aided design and engineering (CAD/CAE).

A 3 1/2-inch diskette drive option will be available for the COMPAQ DESKPRO 386/20 and other 80286- and 80386-based COMPAQ desktop systems.

The high-performance features of the COMPAQ DESKPRO 386/20 include up to 16 megabytes of 32-bit RAM; up to 300 megabytes of high-performance fixed-disk drive storage; and high-speed 135-megabyte and 40-megabyte fixed disk drive backup systems.

What's the most memorable experience you've had with a new product?



Susan Singletary

Executive Secretary, Systems Engineering, Chasewood II

"Pizza boxes on the floor in Gary's office," laughed Susan Singletary, who works with Gary Stimac, Vice President, Systems Engineering. "I'd come in and find those in the morning, and know they'd worked there all night."

But seriously, folks, what Singletary remembers best is "the Pointer Sisters (COMPAQ DESKPRO 286® and COMPAQ PORTABLE 286® announcement); we were right on the front row, and it was really exciting."

Valinda Lutz

Senior Sales Education Developer, CCA

Besides the performance of the award-winning musical group, "all of us being there together for the announcement was wonderful," Singletary said.

The same spirit prevailed at the COMPAQ PORTABLE II® announcement in Jones Hall, pointed out Valinda Lutz, who noted the company has grown and changed a lot since she helped write the COMPAQ PLUS® operations guide in just two weeks.

"Parts of what you're doing you've

done before, but there are more people to share the load," she said.

"Now you don't have one person trying to do five people's jobs," Singletary added.

"Now each person only does the work of two!" Lutz laughed. "There's so much pride in being part of all this — it's hard to describe the feeling," she said.

Additional features include the COMPAQ Expanded Memory Manager Version 3.20 for applications that support the Lotus/Intel/Microsoft Expanded Memory Specifications to go beyond the 640 kilobyte MS-DOS limitation. They also include disk caching support and new fixed disk drive controllers for improved performance of fixed disk drive intensive applications; space for up to four half-height mass storage devices; up to six available expansion slots; and the COMPAQ Enhanced Keyboard.

"Against other industry-standard PC workstations, there is simply no contest. The COMPAQ DESKPRO 386/20 significantly outperforms other computers, including IBM's current top of the line, the PS/2 Model 80-071," Canion stated. "We expect we will have significant performance advantages over IBM's 20-megahertz PS/2 Model 80 when it becomes available, because of the significant advantage of its memory caching and other high-performance system capabilities."

COMPAQ PORTABLE 386

"The COMPAQ PORTABLE 386 is the first implementation of the 20-megahertz 80386 microprocessor in a portable computer," Canion said.

Additionally, the new portable offers 100 megabytes of fixed disk storage, with an access time of less than 25 milliseconds.

"We'll go so far as to say that, at 20 pounds, the COMPAQ PORTABLE 386 provides more computing power, pound for pound, than any other commercial computer of any size in the

world today," Canion said.

"The immediate acceptance of the COMPAQ PORTABLE III following its introduction in February made it clear that sophisticated PC users require portables that supply all the power and functionality they are accustomed to in their desktop systems."

The new portable combines the performance and advanced 32-bit architecture of the 20-megahertz 80386 microprocessor with the COMPAQ design for full functionality. It provides up to 10 megabytes of high performance 32-bit random access memory, an optional 20-megahertz 80387 coprocessor and an optional expansion unit that provides two full-size, 8/16-bit industry standard expansion slots. It also includes a 5 1/4-inch, 1.2 megabyte diskette



The COMPAQ DESKPRO 386/20 offers significant advantages over other desktop workstations



The new COMPAQ desktop computer is the first industry-standard personal computer to use Intel's new 20-MHz 80386 microprocessor



The COMPAQ PORTABLE 386 is the first portable computer with an 80386 microprocessor

drive, an easy-to-read dual mode gas plasma display, full-size detachable COMPAQ Portable Enhanced Keyboard, and optional 1200 Baud or 2400 Baud Hayes-compatible internal modems. The COMPAQ PORTABLE 386 is available with either a 40- or 150-megabyte fixed disk drive.

Compaq also introduced a 40-megabyte fixed disk drive backup expansion unit for the new portable. The backup option also will be available for the COMPAQ PORTABLE III.

"Much of the advanced technology in the COMPAQ PORTABLE 386 is implemented through seven application-specific integrated circuits (ASICs)," Canion said. "These chips are designed by Compaq and contain tens of thou-

sands of integrated circuits. An example of how this sophisticated technology contributes to superior performance is the integrated systems support chipset. The three ASICs in this chipset make 20-megahertz performance possible while ensuring compatibility with industry-standard hardware and applications software. These three ASICs do the work that previously would have required 56 separate chips."

The COMPAQ PORTABLE 386 is available in two models. Suggested U.S. resale prices are \$7,999 for the Model 40, and \$9,999 for the Model 100.

Compaq began shipping both the COMPAQ DESKPRO 386/20 and the COMPAQ PORTABLE 386 today to Authorized Dealers worldwide.

"In the third quarter of this year, COMPAQ accounted for more than two-thirds of the 386-based products sold through computer dealers in the United States. And, for the first full year of the 386 market, Compaq has accounted for three-fourths of all personal computer 80386-based systems installed," Canion said.

"No other manufacturer provides as much 386 systems capability. No other manufacturer offers as broad a range of 80386-based products. No other manufacturer offers as high a level of performance, or as uncompromising a commitment to compatibility with existing industry standards.

"In short, no other manufacturer comes as close to meeting so many user needs so well."

Most memorable experiences (continued)

Richard Swingle

Product Manager, Marketing, CCA

"We have this drop test, you see. You take the first prototype ever built, then you put it on a cart, and drop it off the cart."

Richard Swingle laughed at the recollection of a colleague who was taking the first COMPAQ DESKPRO® com-

puter from the fourth to the sixth floor of Chasewood, to be demonstrated to representatives of an Authorized Dealer channel. After the computer was dropped, "it still ran — but it had a cracked case," Swingle recalled.

As product manager of the newly-released COMPAQ DESKPRO 386/20,

Swingle is seen these days carrying a project reference binder nearly a foot thick, full of information on the product. He noted this has been "one of the shortest development times ever — faster, even, than the COMPAQ DESKPRO 386™."



What's the most memorable experience you've had with a new product?

Andrew Watson

Product Manager, Marketing, CCA

"The COMPAQ PORTABLE III announcement in New York City, at the Mark Hellinger Theatre," Andrew Watson said. "It was one of our biggest events ever. It was real cold in New York, and the announcement was supposed to start at 10 a.m. We had about 800 scheduled attendees. It was winter,

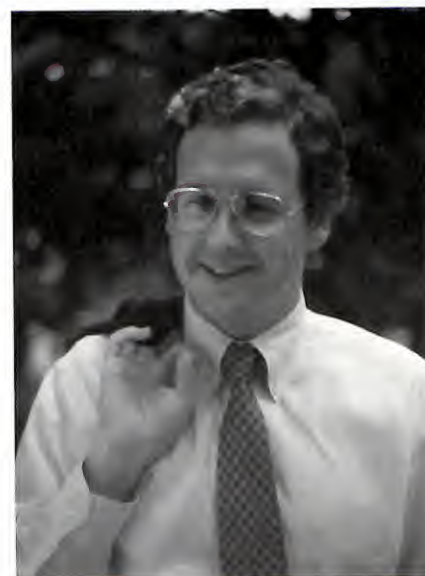
and the weather was terrible.

"At five minutes 'til 10, we had these huge tables full of food ready, and only about 30 guests. There were more COMPAQ representatives than guests. It's like giving a party, and no one comes.

As product manager, "obviously, I was sweating, pacing, getting real ner-

vous — and about five minutes after 10, people started showing up." Suddenly, the theatre was flooded with people.

"The weather had held people up. It was initially pretty scary. That was my most memorable, ultimately my most exciting, experience with a new product."



Mike Norris

Manager, Treasury Operations, CCA

Cynthia Taylor

Treasury Administrator, CCA

"I liked the Pointer Sisters (COMPAQ 80286-based products)," Mike Norris recalled.

"I liked Jones Hall (COMPAQ PORTABLE II)," Cynthia Taylor noted.

"The 80286 products' announcement involved both the introduction and stockholders' meeting — it was



pretty exciting," Norris said.

"There's no chance of missing any product announcement here," Taylor smiled. "The anticipation is so high."

The co-workers admitted they watch the company's stock price with interest following an announcement, "but then we do that all the time," Norris said.

"The stock market's an emotional market. To try and second-guess it is very difficult. If I could do that, I'd be rich and on a beach somewhere."



Greg Shoemaker

Mechanical Product Engineer,
Desktop Computers, CCM

"The funniest one I know of was when one of our fellow engineers was running through the airport shortly after our original COMPAQ Portable was introduced. He had one strapped to his side, and the strap broke. The computer crashed to the ground. When he got

where he was going, it started right up," said Greg Shoemaker.

"This introduction hasn't been that tough for me. I handle sheet metal, and only a couple of parts have been added in that area. When I worked in the portables plant, we had one product that

started out with nine sheet metal parts, and went up to 31 as we changed the design. Generally, there's a lot more sheet metal used in desktop computers; the requirements are different than those for portables. It's always exciting to work on the new products."

Brad Perkins

Administrator, Audio-Visual Services

A photo and sound crew was recently at the company's Perry Road studio, busily videotaping a presentation for the new product announcement.

Suddenly, a sound engineer got a very strange look on his face and began pulling at his headphones.

What he was hearing on the tape was music, narration and the "Moo-o-o"ing of cows.



One of those wasn't in the script.

Brad Perkins, Administrator, Audio-Visual Services, went outside to a field adjoining the studio site, where he found cows grazing and "auditioning" for the videotape.

Perhaps those cows are destined to be famous, but not on that particular videotape. Perkins shoed them further out into the field, and the taping progressed with only the music and narrator on the soundtrack. Maybe next time . . .

Bob Vieau

Vice President, Manufacturing

"One I think meant a lot to me personally, and to the company, was the announcement at Jones Hall," Bob Vieau reflected as he prepared to dip ice cream at Sommermeier's safety celebration. "The enthusiasm generated by employees and guests for the product

announcement — and the announcement that we were joining the Fortune 500 — was great."

"I also remember shortly after the announcement of the COMPAQ DESKPRO — that was in June of '84 — we had a problem with the power supply. It had to be taken out of the computers that had been assembled, and be

reworked. This was just a week or so before the end of the quarter, in September. Everyone pitched in to work two shifts and get the units out. Rod (Canion, Compaq President) and everybody else was on the line. It was an amazing effort."



Most memorable experiences (continued)



Bell Phlegm
Line Operator II, Brookhollow

"The magic act with David Copperfield was fun — especially when he brought (Compaq President) Rod Canion up out of the box. That was the best one. I liked the way Copperfield

made the computer 'appear,'" Bell Phlegm said, noting the illusionist sure made it look easy to produce a computer.

Phlegm, who packs computer com-

ponents for shipment, noted he particularly enjoys preparing for new product parts shipments. "I touch them first, before anybody, because I pack them up," he smiled.

Larry Flash
Senior Engineering Technician,
Chasewood

Alan Brown
Senior Electrical Design Engineer,
Chasewood

"I'm looking forward to what will happen," stated Alan Brown. "Jim Harris (Vice President, Engineering) promised us a keg of Bass Ale for resolving a problem. I was afraid he might forget so I got it in writing."



Larry Flash laughed, and said he was most impressed with the COMPAQ PORTABLE II introduction. He added that the long hours required to get a product ready seem to have diminished, although more people and paperwork are involved now.

Both agreed, as Brown noted, they were looking forward to today's announcement and "seeing the stock go up!"

Bob McCandless
Lead Material Handler,
Papote distribution center

"When we introduced the COMPAQ PORTABLE II and went to Jones Hall, that was great. I was working at Sommermeyer then, and we were putting in a lot of overtime — coming

in at 6 a.m., working 'til 7 p.m. or 8 p.m. at night."

McCandless now works in the distribution center, which ships the products to Authorized Dealers in the U.S. and abroad. The work gets intense

once a product is announced, he noted.

"We're getting a lot of the new products in now, and when they make the big announcement — then we're going to be really busy," he said.



Gail Issen
Senior Technical Writer,
Corporate Communications Services, CCA

"I went to an exhibition and they had a COMPAQ PORTABLE III in someone's exhibit, where they were using it for a demonstration.

"I wrote the Operations Guide, so it was real exciting," Gail Issen said.

"That computer is amazing. It will even fit in a desk drawer—that's where I kept it until the announcement."



Wendy Reese
Office Services, CCA

"The announcement when we all went down to Jones Hall (COMPAQ PORTABLE II) was so exciting. Having it brought in by satellite from New York (COMPAQ PORTABLE III) was also tremendously exciting," Wendy Reese observed.

"When a new product is introduced, there's usually a building of excitement that really keeps you going. A lot rides on it, for all of us."

Ken Wood
Product Engineer, Sommermeyer

A lot of long days with little sleep are among the things Ken Wood remembers about most product introductions, he admitted. The satisfaction of finally getting them announced is also good, although sometimes anticlimactic after

the excitement preceding the introductions, he said.

Security is very tight around the manufacturing area, with even vendors denied access.

"I guess I tend to remember how new products affected me personally.

I'm responsible for floppy disks and tape drives, and I think, 'How many problems did I personally have?'

"It's usually one or two months after an introduction before we can take a breather. It's a big relief," he said.



Seen in the press

“Compaq Computer Corp.’s 80286 portable (the COMPAQ PORTABLE III) was successful almost as soon as it was placed on shelves, said industry analysts and dealers. In fact, it has been received so well, many speculate Compaq will introduce a follow-up to the (COMPAQ PORTABLE III) that uses an 80386 chip, before Comdex.

“‘Compaq should have another winner on its hands if it introduces an 80386 version,’ said an analyst.”

Computer Reseller News
Sept. 7, 1987

“Placing its bets on Unix, AT&T entered the 80286 market last week with the introduction of two machines designed to run both Unix and DOS applications for small connected work groups.

“AT&T’s announcement of its ’386 line, called the 6386 Work-Group System, was part of a 40-product rollout last week that also included a new 12 MHz AT-compatible computer, two minicomputers, a facsimile board for PCs and networking products.”

PC Week
Sept. 8, 1987

“Computer retailers expect the merriest Christmas in years.

“Spurred by a new wave of cheaper, more powerful machines, personal computer sales will soar 20% in

the crucial fourth quarter, says market researcher Infocorp. ‘We think it’s going to be a big one,’ agrees a spokesman for Tandy Corp., who also predicts double-digit gains. Bert Helfinstein of Entre Computer Centers Inc., a major chain, says sales might jump as much as 25%.

“Why? Businesses are trading in old PCs for more powerful models, while lower prices are helping the home market. Commodore PCs, including a monitor, sell for under \$500 in New York. But the high-power models carry smaller discounts because ‘the market is booming,’ says Joseph Boudames, a San Francisco store owner. In better financial shape after an industry-wide slump, chains are ordering aggressively again. ‘We’re really going out there to do business,’ says Rick Inatome of Troy, Mich.’s Inacom Computer Centers Inc.”

The Wall Street Journal
Sept. 10, 1987

“From its founding five years ago, the Compaq Computer Corporation has been plagued by predictions of imminent disaster.

“When the personal computer maker’s first product, a 30-pound portable version of the IBM PC, was suddenly matched by the International Business Machines Corporation itself, analysts were certain Compaq would be flattened. Instead, it was IBM that had to abandon its first portable entry.

“Similar warnings of catastrophe followed Compaq’s move into the IBM-compatible desktop computer market: Today, half of Compaq’s sales are desktop computers, and the company has easily outpaced AT&T, ITT and the Japanese in the office market.

“But just as the doomsayers have been silenced, Compaq seems to be tinkering, for the first time, with the iron-clad rules that brought it success. After hewing close to the protective walls of 100 percent IBM compatibility, Compaq is electing — at least for now — to ignore IBM’s new line of personal computers, the Personal System/2.

“Whether they truly believe it or are merely putting on a brave face, the company’s leaders say that IBM made a significant strategic error when it introduced a family of computers last April in a move that abandoned the ‘industry standard’ architecture that IBM set six years ago.

“Compaq has no intention of making the same mistake, they claim, insisting that there is no reason that users cannot get computing performance as good as the PS/2 or better from the old architecture — and still be able to use all of the plug-in peripheral equipment that they have already installed.

“...Whatever the case, if anyone has the strength to swim against the IBM tide, it may be Compaq, the second-largest seller of personal computers to business.

“Only five years after its first product was introduced, the company should post revenues this year in excess of \$1 billion — a feat unmatched in the industry and one that will make it substantially bigger than such heavyweights as Cray Research, the supercomputer company, and Prime Computer Inc., the minicomputer maker.

“Helped by an 82 percent jump in revenue in the second quarter, Compaq’s stock is trading at three times its level of a year ago.”

The New York Times
Sept. 14, 1987

“With few exceptions, computer stocks are finishing the summer at just about where they started it.

“...We recently raised our earnings estimates on Compaq to \$0.85 for the third quarter and \$3.25 for the 1987 year, with \$3.75 projected in 1988. Compaq will continue to benefit from the protracted product transition at IBM (from the existing standard to its proprietary PS/2) for most of 1988 and 1989 and, at 14 to 15 times earnings, it is one of the best opportunities in the computer group, in our view.”

From a report by analyst Peter Rogers of Mabon, Nugent & Co., of New York, printed in Computer Reseller News, Sept. 7, 1987

How portable is it?

Deep in the woods at the base of Mt. Hood, near Portland, Ore., Steve Taylor takes a break from the rigors of fishing to do a little work on his COMPAQ computer.

“You can’t really see it in the picture, but there’s a feeder attached to the tree. A squirrel was up there having lunch and watching me,” Taylor explained. “It was only about 50 feet from my computer to one of my favorite fishing holes on the Salmon River. It’s definitely the best of both worlds.”

A manufacturer’s representative for building materials, Taylor has built a reputation as a good fisherman. A couple of weeks before this picture was taken by Bill White, a vice president of Merrill Lynch in Portland, Taylor served

as a fishing guide for Vice President George Bush, who was using the Whites’ cabin.



Do you love to talk about your pet(s)? Send us information on why everyone would love to hear about your unusual, cute, funny, talented or simply adorable pet (and photos, if you have them). We’ll feature some of them in an upcoming edition of *Inside & Out*. Send your ideas and photos to: Judy Elswick, *Inside & Out*, M010.

1,000,000TH

COMPAQ computer to be given away in drawing

Within the next six weeks, Compaq will produce its 1,000,000th computer.

To celebrate the event, the computer will be given to someone working as a full-time, permanent employee of Compaq.

That person will be selected by a random drawing on the day the com-

puter is produced, expected to be in the early part of November.

To register for the 1,000,000th COMPAQ computer, simply fill out the Reader Response Card enclosed in this issue of *Inside & Out* and return it through interoffice mail.

Further details will be provided in the November issue of *Inside & Out*.

Canadian operation names new president

Donald Woodley was recently named president of Compaq Canada Inc., a subsidiary of Compaq Computer Corporation.

Prior to joining Compaq, Woodley was vice president of sales and marketing at Crownstek Inc., a Canadian distri-

butor of computer products. He previously worked for Xerox Canada Inc.

Formed in 1986, the Compaq Canadian operation has a staff of 31 persons, with offices in Toronto, Montreal and Vancouver.

Stock watch

Compaq stock prices (per share) Aug. 17-Sept. 15

Aug. 17	Sept. 15	Low (Aug. 18)	High (Sept. 11)
\$52.25	\$58.375	\$51.875	\$60.125

Five years after designing first COMPAQ computer, Papajohn retires

Remember the story of the first COMPAQ computer, and how it was first designed on a placemat at the House of Pies?

The man who did that innovative design — the first portable computer of its kind — retires Sept. 30, becoming Compaq Computer Corporation's first retiree.

Ted Papajohn, Manager of Industrial Design, will continue to do some consulting work for Compaq. Meanwhile, he also will become involved in designing other types of products.

During the company's first three years, Papajohn was the firm's only industrial designer. He now manages a small staff that designs how products will look — textures, finishes, colors, configuration, and ergonomics (designing and arranging things so people can use them effectively).

"We're responsible for anything the user sees, touches or operates. We're not responsible for the technology," Papajohn explained.

He reflected that his time at Compaq has been "terrific," and added the company has changed a great deal as it has grown. Papajohn praised both the "good old days" and the success the company now enjoys.

"If I were to define Compaq now, I'd say it's like the Roman 'gravitas' — a mode they were in where they had some melancholy, nostalgia, pensiveness, and the desire to grow and gain wealth and visibility," he said.

"The company's done an excellent job of that. There's great commitment and loyalty you don't find in a lot of companies.

"I really think we're on a roll. I think the loyalty and commitment are still there, and that's important."

Papajohn expressed plans to work, rather than travel, although he will take some time off first.

"I've done the traveling bit through the years. I've been everywhere, if you want to include World War II and all the business trips I've made for different companies.

"Since 1946, I've been tied into electronics and computer work, first with Sheaffer pen company, then Collins radio — which later became part of Rockwell International — and Texas Instruments, then Compaq.

"I'd like to get into product diversity, and get a little more autonomy for myself — more types of design, especially those that are non-computer related — and less paper shuffling."

Papajohn joked about the traditional retirement gift of a gold watch — "Actually, I don't want anything elaborate. I told John Gribi (Senior Vice President & Chief Financial Officer) that I'd like to have a Lamborghini sports car," he laughed.

"John asked, 'What color?' so I told him, 'Black.'"

Papajohn admitted he doesn't really expect Gribi to come through with a sports car.



Ted Papajohn

United Way campaign set

The Compaq United Way Campaign begins in October. Contributions made to the United Way help fund more than 80 agencies — including the YMCA, Girl Scouts, Boy Scouts, Star of Hope rescue mission, Red Cross and many others — in the Houston area.

People working at Compaq may contribute to the United Way through payroll deductions or through a single donation.

Many people in Houston are in need of the United Way agency services, noted Marilyn Robinson, Executive Secretary, Human Resources, who heads the Compaq United Way campaign. She



added "the United Way has identified the most critical problems of our community and directs resources to meet them."

Employees will receive further information about the Compaq United Way campaign as the kickoff date approaches.

Company meeting set to discuss new products

A special company meeting is set for Oct. 2 to communicate new product information to Houston-based Compaq personnel.

The meeting will be held 2 p.m.-3:30 p.m. at Compaq Center West. Personnel at CCA, CCM and Chasewood facilities are requested to walk to the site. Transportation will be provided from all other Houston sites.

Commemorative T-shirts will be provided to all employees "in recognition of the hard work and dedication it took to prepare these products for their introduction," said Compaq President Rod Canion.

In the event of rain, transportation will be provided from all sites.

Talk about having a good month...

In early July, John O'Neill was named chief executive of the State Bank of NSW (New South Wales) in Australia.

Just three weeks later, he was named the "Bulletin/Compaq Young Executive of the Year" in Australia.

The award was established last year to identify and encourage young executives who show outstanding ability by the age of 35.

O'Neill, 35, received the award and a COMPAQ PORTABLE III Personal

Computer at a formal dinner in Sydney attended by representatives of business and government.

O'Neill joined the banking profession in 1981 after working for several years as a lawyer for Rural Bank, which later became the State Bank of NSW. He is the youngest chief executive of a major Australian trading bank.

Office supply show slated

A display of office products will be presented Oct. 6-7 in the lobby of Chasewood II. It will run from 9 a.m. to 3 p.m. each day.

Hosted by the Compaq Office Supplies group, the show is intended to help Compaq personnel familiarize themselves with office products that might meet specific needs.

The show is sponsored by Boise Cascade Office Products, the company's primary office supply vendor. It will include approximately 15 vendors and their merchandise. All Compaq employees are invited. Samples and refreshments will be provided.

Compaq named 'Vendor of the Year' for service

Computerland recently named Compaq its "Vendor of the Year" for service.

Computerland is the world's largest chain of computer stores, with 496 stores in the U.S. alone.

Compaq Customer Service is increasingly important to dealers because personal computers are more sophisticated, requiring a higher level of technical expertise and service.

More than 200 people in Houston Customer Service support the Authorized Dealers who sell COMPAQ computers, and thus indirectly support the end users who buy them.

They support these people by providing parts, technical information, and resources to handle problems.



Gordon Munson

Those parts don't look familiar

Sometimes Brookhollow receives parts for repair that didn't come from COMPAQ computers.

"Spare parts for Apple computers have often shown up at Brookhollow. In fact, it happened so often our parts people developed a good relationship with the Apple parts people," laughed Tim Tindle, Manager, National Field Support.

In the field...

Field Support personnel have some fairly interesting experiences, such as the time Tim Tindle and Dennis Byron traveled to Humana Hospital in Louisville, Ky., where a COMPAQ computer was experiencing problems in monitoring an artificial heart recipient. They found the problem was in the custom software, not the computer, but had an exciting time pushing through the crowd of news reporters, meeting the staff and listening to the patient describe his telephone call with President Ronald Reagan.

Anticipating needs

The job of customer service is to ensure the dealer is able to provide "what the customer wants, when he wants it, in the way he wants it," noted Joe Rich, Director, Service Planning. Besides responding to problems, this means anticipating customers' needs, particularly for new products.

This requires extensive research and planning, and has resulted in successful programs which are helping Compaq earn a good reputation for responsive service.

Earlier this year, a market research firm announced 938 dealers and value-added resellers named Compaq the top vendor in three areas: providing timely/accurate information on technical/reliability problems, providing accurate information on new products and new release updates, and providing the best technical assistance for its hardware products.

The survey was conducted by The Ledgeway Group, a market research and consulting firm.

Gordon Munson, Vice President, Customer Service, said part of the reason for this high level of customer satisfaction is the telephone "hotline" system which handles problems and queries. The company also has a Service Executive Council in which dealer representatives can discuss service issues.

'Cradle to grave'

In many Customer Service positions, "you're often dealing with a negative situation — something is broken or it doesn't work," explained John Braun, Director, Customer Support. "Our mission is to turn it into a positive situation by fixing both the problem and the customer's perception of Compaq."

Meeting the former President

Norm Curl, now Field Support Manager, Eastern Operations, was called to the home of former President Jimmy Carter in Plains, Ga. He and Carter spent the morning working with the computer, and, while lunching with the former president's wife, Rosalyn, discovered a common interest in woodworking. The rest of the afternoon Curl and Carter spent puttering around in a woodworking shop attached to the house.

Curl later spent time with them at their mountain cabin. "They're really nice people," he said. "They're surprisingly down to earth." He still periodically keeps in touch with them.



After a visit to headquarters, heading back to the field are Mark Adams, Field Support Representative, Western Operations; Bob Schluetter, Field Support Manager, Central Operations; Jim Canfield, Field Support Manager, Western Operations; and Steve Pinn, Field Support Manager, Canada

If a computer is discontinued, Customer Service still supports that product, through information and stocking parts for that machine.

"We're with a product from the cradle to the grave," Braun said.

As computers grow more sophisticated, so does the level of Customer Service support.

"With the introduction of the 80386-based machine, we identified a need for a higher level of support, so we recently introduced an advanced technical support function within our group," Braun said. "That will enable us to get more technical problems resolved quickly."

"Very simply, we exist to make our dealers look so good in serving and supporting our products, people will keep wanting to buy them."

Shipping parts

At Brookhollow — and now in Erskine, Scotland — parts are tested, repaired and shipped.

A recently-introduced inventory management program made it easier and less expensive for dealers to return parts they didn't need. This made Compaq more competitive with other companies, but greatly increased the workload at Brookhollow.

"The start-up of service operations in Scotland kind of gave us a bit of a break, but with the introduction of the new products, I expect it to be really busy," noted Gerry Kuna, Receiving Supervisor.

"We've been shipping a lot of computers in the last few months, and now Brookhollow is seeing a rapid increase in parts support for those products," explained Mike Nordmeyer, Director, Service Operations, Brookhollow. "I anticipate we will be growing substantially in the next few months."

In the field

In regional offices throughout the U.S., Customer Service is hiring additional people to work with sales personnel in supporting dealers and end users.

"You've got to be synchronized with sales in working service issues," emphasized Tim Tindle, Manager, National Field Support.

"Computerland and BusinessLand are sales accounts. You have to know the sales issues as well as the service issues."

"The corporation's attitude toward its customers is manifested in how you handle your customers. Our respect for our customers is evident in our flexibility in working to resolve their service issues."

Tindle said the thing he stresses most is "action. Don't sit on a customer's problem. Our Field Support people have a lot of flexibility to use their own judgment in resolving problems, which means our customers get quicker response."

Tindle noted Field Support staffers have to be "kind of like a private investigator" in identifying problems. For instance, one major account was very upset by repeated failures in Compaq units. Ultimately, Customer Service found modems had been incorrectly installed by a third party, resulting in major failures.

"Once that was identified, it was clear the problem was not with the machine or the dealer, and the customer's faith was restored in the company, the dealer and the product," Tindle said.

"This was a case where the customer had tried to save money, and it cost them in the long run. You have to be sort of a diplomat in those situations," he said.

In preparing for a new product announcement, Field Support staffers work closely with Compaq training groups and dealers — "then they sometimes don't see home for four weeks" as they support dealers receiving first shipments of the new products, Tindle noted.

Sommermeyer achieves year of no lost-time accidents



Dipping ice cream and serving cake were Gloria Fleischmann, Executive Secretary, Computer Operations; Bob Vieau, Vice President, Manufacturing; Brenda Brown, Secretary, Portables Operation; and Terri Alexander, Employee Relations Manager, Portables Operation



Sommermeyer personnel gather for celebration as Bob Vieau addresses the group

Got a problem with your computer? Call 83-HELP

If something crashed — and it happened to be your computer system — help is on the way.

An internal computer support group is being started up by the Customer Service department. Called "Headquarters Customer Support", the group eventually will be able to help with installations, software solutions, connectivity and repairs. It also can offer recommendations on equipment and software to meet specific needs. Meanwhile, many services can be addressed by the group, such as repairs, technical support, installations and upgrades.

Regional offices have technicians to serve needs there, "and my perception was that we needed it here, too," said Dick Kleven, Manager, Field Support Operations, who supervises the Headquarters Customer Support group.

"If we can't help people over the telephone hotline, we'll dispatch someone."

"We feel this can really help productivity for people who work on computers. I remember several years ago someone asked me, 'What's your background in computers?' and I answered, 'Pure frustration.' A lot of people experience that when they need help. I hope they'll call us."

The telephone number to call for computer assistance is 83-HELP if you work at CCA, CCM, or Chasewood. If you work at another Compaq site in Houston, dial 374-1840.



Judy Broussard, Engineering Assistant, bangs banner in Somermeyer break room

may take a second or two longer, but look at the benefits.

"It helps that people have settled into a groove. We worked 14-hour days, seven days a week at first. When you're working that many hours, accidents are more likely to happen."

Setting a standard

"If we don't take action to correct unsafe acts and conditions, we are establishing a standard which places safety at a very low level," said Steve Forman, Test Manager, as he taught a STOP class for Somermeyer administrative personnel.

"If you get nothing else out of this class, I hope you remember this: safety is everyone's responsibility."

"If I stopped every time I saw grease on the floor, and not just on a scheduled tour, people working in those areas would also take notice. Your standard is going to be the one that people go by."

A "Safety Observation Card" can often be seen in people's pockets as they work. The cards provide a list to note unsafe conditions. These cards are turned in to supervisors so the problems can be fixed. Somermeyer personnel turned in an average of 40 cards per month during the first four months of the STOP program.

Safety groups also were formed at Somermeyer. A Central Safety Committee worked on policy and general safety issues, while an Employee Safety Committee worked out specific problems.

The Central Safety Committee, chaired by Jeff Keaton, included Joe Driskill, Steve Forman, Brij Kathuria, David Miller, Jonathan Myers, Bill Page, Lynn Rahnke and Mike Wolf.

The Employee Safety Committee, chaired by Steve Forman, included Margie Salinas, Margaret Barnett, Joe Thebeault, Mike Taylor, Ray Bullock, Yori Escalante, Ken Sanders and Bob Morgan.

"Hopefully, we'll be seeing everybody back here next year with no lost worktime for two years in a row," Petsch said.

Sommermeyer recently celebrated a full year of no lost-time accidents.

On Sept. 9, people at Somermeyer celebrated with speeches, cake and ice cream. Employees will receive commemorative T-shirts and lapel buttons as souvenirs of the achievement.

"You're the ones who worked with it day in, day out," said Greg Petsch, Director of Computer Operations. "In 1984, we had 10 lost workday accidents. In 1985, we had 11; in 1986, that went down to four, and this year we had none."

"That's carried over into recorded cases (minor mishaps with no lost work time): There were 10 in 1984, 23 in 1985, 21 in 1986, and only six this year."

"When you've been given a task, you've accepted the challenge. First quality, then production, and now safety."

Petsch noted the Safety Training Observation Program (STOP) was introduced last year by the company's Loss Prevention and Safety group. It encourages people to notice and correct unsafe conditions before an accident happens.

Renee Jenkins, Quality Line Inspector, said the STOP program helped achieve the record year in safety.

"We talked about how we could improve our work area to make it safer. For instance, we had problems with pallets being left out, so we arranged to have them all stacked in one place."

"Normally people go about what they're doing, and do things without thinking," added Colleen Quinn, Options Tester. "I think STOP has awakened people more than anything else. Like the program says, it's a matter of 'deciding to stop and think about it.' The decision to stop and work safely

First it was computer war games, then computer chess, then computer golf, and now . . .

Computers can take a good joke

Surely any worthwhile computer can take a good joke.

COMPAQ computers can, thanks to a software firm which developed a program of jokes to run on industry-standard personal computers.

"Chuckle Pops" is a "pop-up" computer program with a repertoire of more than 400 jokes — all rated G or PG. It was developed by Enlighten, an Ann Arbor, Mich. firm which specializes in training and sales demonstration programs.

A "pop-up" computer program is entered into the computer, then lies hidden while other programs for word processing, database management or other uses are entered into the system. "Chuckle Pops" just waits until the user hits an assigned key, and the joke program "pops up" onto the screen, interrupting the other program.

After a few laughs, the user can hit another assigned key which returns the

"work" program to the screen at the point it was interrupted.

"We used this technique in our training programs, enabling the user to interrupt a program and get further instruction," explained Steve Glauberman, Enlighten president and developer of the "Chuckle Pops" program.

Glauberman hired a joke writer to create about half of the jokes, and the rest are "old-time favorites of mine, of the people in the company, and of people we asked on the street. The main thing is that they had to be clean and inoffensive.

Released shortly before Christmas in 1985, approximately 9,000 copies of the software have been sold.

Glauberman said the firm plans to issue a second edition soon, hopefully in time for Christmas 1987.

And that, according to the hard-working Glauberman, is no joke.



Steve Glauberman, left, shares 'Chuckle Pops' with friends

Believe it or not (probably not) . . .



Mac "20/20" McLoughlin, left, calls out a base runner, giving rise to major questions about his eye doctor's competence



Teams make grand entrance to the tune of "Heard it through the Grapevine." In the lead is grape cluster Mona Rowan, followed by Cindy Raulino and Maria Wiseman with the Northwest banner



Tom Burns gets serious — or as serious as anyone got — as he prepares to bat



Not a travel poster. Not an ad for foreign-language tapes. These "Think International" signs are in offices throughout the company to signify strong corporate support for international operations

From the beautiful wine country of California comes a tale through the Compaq grapevine.

It is a tale of fierce competition, of glory, and of gross exaggeration.

In California are located two Compaq offices, which comprise the Western Operations group. Each year, members of these two offices meet to battle in — well, here's their alleged story:

"WESTBALL, America's oldest sport, was first known to be played by the now-extinct tribe of Microchannelbus Indians, indigenous to the Pleasanton Valley. They invented the sport primarily to relieve the tensions of chewing buffalo hides.

"... In 1953, famous archeologist Elmer Plugpopper unearthed an ancient clay tablet while sifting through the

ruins of a Studebaker dealership...Imagine his surprise when he discovered it was a complete copy of the official rules of WESTBALL (ex.: Game cannot end until a full inning has been played. The batting team provides the pitcher. Only six people can be in the infield; unlimited people can be in the outfield).

"The sport is now played by professionals all over the world. The best and most purest form of WESTBALL is played, however, by two groups of skilled amateur athletes from Compaq Computer Corporation's Western Operations. Once a year they meet on the playing field to determine the National Championship and award the trophy.

"This year's competition was held in the beauty and splendor of Califor-

nia's Napa Valley. The two teams, coached by Jerry Farmer and Dorothy Farris, clashed on Thursday, Aug. 27. Officiating at the game was Mac "20/20" McLoughlin.

"In concession to the National WESTBALL League, the three major networks agreed to black out all TV coverage of the event.

Yours truly,
Western Operations"

"P.S. The 1987 Championship was won by the Southwest, under the sterling leadership of Dorothy Farris, although as a member of the opposing team, I will say there were some questionable procedures — such as an outfielder catching a base runner and carrying her back to first.

Rena Phillips
Western Operations"

'We've got the power and we've got the spirit! Compaq Sportables — second to none!'



Compaq Corporate Challenge team — first row, left to right: Bobby Moreno, Sommermeyer; Greg Kincade, Chasewood I; Terri Rimoldi, CCA; Toan Ho, Liza Garza, Thang Ho, CCM; Sharon Jamail, Chasewood I; Jennifer Hudnall, CCA; Ted Fritsche, Chasewood II. Second row: Jeff Linn, Tricia Limon, Chasewood I; Jennette Freeman, Lavonne Parsons, CCA; Tom Parsons, Brookbollow; Carla Havel, CCM; Tracie Spiller, Cleveland Joseph (team captain), Brookbollow. Back row: Chuck Crowther, CCA; Merril Smith, Chasewood II; Peter Gaucher, CCA; Harry Rogers (alt.), Ruth Howard (team co-captain), Chasewood I; Troy Jarvis, Brookbollow. Not shown: Sara Hindman, Sommermeyer; Janey Nida, Chasewood I; Gil Godreau, Brookbollow; Robbie Johnson, CCA.

The Compaq "Sportables" erupted into cheers as they concluded their team chant during opening ceremonies for the Corporate Challenge.

It was 8:30 a.m. on an overcast Saturday morning. As the day progressed, the clouds drifted away and the sun beat down on team members as they ran, threw, putted, jumped, spiked

the volleyball and performed calisthenics during competition against other company teams at the University of Houston-Clear Lake. The effort paid off, as the team began racking up numerous awards.

Finally, the heat was relieved — for competitors, anyway — by swim competition at a nearby high school, where Compaq received awards in every event.

At the end of the day, the Compaq Corporate Challenge team had beaten every company but one in team honors. Texaco swept numerous events to take first place, with Compaq taking second-place honors.

Entry fees benefited the Cystic Fibrosis Foundation, which sponsored the event in various U.S. cities. The winning team from each city will compete this fall in Hawaii for the national championship.

All in good fun

Team Captain Cleveland Joseph ran a tough practice camp, working team members three evenings a week in preparation for the Corporate Challenge.

And what are his fondest memories of the event?

"Breakfast in bed. I liked that," he laughed.

That's not a real breakfast, by the way. One of the swim events was "Breakfast in Bed." The team captain reclined on a rubber float with a tray, as team members transported him from one end of the pool to the other, picking up a plastic dish at each end. All Joseph had to do was to hold the tray.

"Seriously, my real highlight of the day was marching out on the field that morning during opening ceremonies. I was so proud of that team," Joseph said.

All 24 team members received medals, some as many as five or six. In heart-stopping competition, Sharon Jamail tied the national Corporate Challenge record in women's free-style

swimming, but another swimmer set a new record to take first place.

In double elimination play, the company's exciting volleyball team defeated Texaco in the morning and continued to win until they met Texaco again. The intense tournament — during which two Compaq team members suffered injuries and went on to finish play — ended with Texaco in the lead and Compaq taking second place.

Compaq first-place honors ranged from relay swimming, frisbee toss, football throw, canoeing and a relay race run in swim fins to an exciting come-from-behind win in hay bale hurdles. A husband-and-wife team, Tom and Lavonne Parsons, earned the team first place in stationary bike competition.

"It was great. I'm glad we put in the effort," Lavonne noted several days later, recalling the many hot evenings the group spent preparing for the event. "I'm glad it's over, though. I mean, you can only spend so many hours doing the 60-yard dash in a sack with another person before you start to get on one another's nerves," she laughed.

"At the Corporate Challenge, everybody was rooting for everybody. I don't know when I've been hugged as many times as I was that day."

Team members celebrated by dumping a large bucket of ice water over their coach — who, incidentally, was named "Best Team Captain" among the six teams participating. The team also presented him with a new stopwatch and tag reading, "Thanks, Coach - CC '87."

German office goes Texan



Texas:

"How hot is it out there?"

"It's so hot you could fry an egg on the sidewalk."

"Not me. I like mine scrambled."

Germany:

"How wet and cold is it?"

"It's so wet my feet would wrinkle if they weren't frozen solid."



While people in Texas sweated through weeks of temperatures near 100 degrees — "It felt like my insides had melted," noted one Compaq Houston employee — the company's international headquarters in West Germany were besieged by days of cold, rainy weather.

The Germans got a little taste of Texas, however, at their recent company party.

A country-style fair provided a good time for approximately 150 employees and family members who met under the Big Top at the Cowboy Club in Munich.

As a band played country and

western music, the group enjoyed square dancing and lasso performances, tug-of-war competition, horseshoes, darts and target practice. Adults and children alike tried their luck at a roulette table, then adjourned to a bar-beque buffet.

Can-can dancers kicked off an evening of dancing by the group, to wind up "by far the brightest day in a summer besieged by cold and rain," wrote the Munich staffers.

Compaq employees in Texas likely will soon get a little taste of Germany, when the traditional German Oktoberfest is celebrated in the U.S. as well as in Germany.



Tug-of-war



... a lot of muscle

PREVIEW



SPECIAL INTEREST

The ACE Dive Club is planning a trip to Cozumel, Mexico, over the Thanksgiving holidays. The trip is set for

Nov. 26-30, at a cost of \$468. This includes round-trip airfare, four nights' lodging, three days of boat diving, and unlimited beach diving. For details, contact Sherri Carr, 374-2755.*

The Dive Club meets on the first Wednesday of each month in the CCA I auditorium for a general interest program. Club activities include local and international dive trips, lessons and equipment discounts. For information about joining the club, call Chip Allen, 374-5533.*

The ACE Chess Club meets the third Monday of each month at 5:15 p.m. For information, contact Jim Decker, 374-1944.*

The ACE Toastmasters Club meets at 5:30 p.m. on Tuesday evenings to develop public speaking and leadership skills. For information, contact Janet Copeland, 374-6348.*

The ACE Writer's Club meets every Tuesday at noon in CCA II, Room 2350. For details, call Sandra Maddux, 374-2201.*

TRAVEL

A two-hour dance cruise onboard "The Colonel" paddlewheeler is planned for Oct. 24. A bus will be available for transportation to Galveston, the boat's port. For details, call Chris Hlozek, 374-1962.

A trip to the German festival "Wurstfest", in New Braunfels, is set for Nov. 6-8, with lodgings at a nearby resort. To register, call Liz Scott, 374-2420.*

An eight-day trip to Innsbruck, Austria is planned Jan. 15-24 at a cost of \$795 per person. For information, contact Dena Taylor, 374-2490.*



INDIVIDUAL FITNESS

A fall racquetball tournament is set for Oct. 10 at the Regency Athletic Club. Cost is \$10 per person. For

further information, contact Neil Krohn, 374-1672.*

Team tennis will be played Oct. 5-Nov. 15. Competition includes singles, doubles and mixed doubles. For details, call Neil Krohn, 374-1672.*

DISCOUNTS

Discount tickets are available for the Texas Renaissance Festival, presented weekends from Oct. 3 through Nov. 15 near Magnolia. The outdoor festival features Renaissance-era entertainment, arts, crafts and refreshments.

ACE discount tickets are only \$8 for adults (regular price: \$12) and \$4 for children (regular price: \$6).

Contact the Employee Services volunteer at your location to purchase tickets.



Activities marked with an asterisk* are sponsored by the Association of COMPAQ Employees (ACE). All full-time, permanent COMPAQ employees in Houston are part of ACE. Details on activities and registration forms may be found in ACE reader racks at each Houston site.

Free tours of ELISSA, historic sites offered

When the tall ship ELISSA sailed to New York in 1986 for the Statue of Liberty celebration, it took with it a COMPAQ PLUS computer provided by Compaq.

Also sailing on it was Jim Foote, Senior Engineering Technician at Chasewood I, who is a volunteer crew member. Foote couldn't make the whole trip, but met up with the crew in Miami.

"I was onboard for that fantastic welcome we got" as the crew returned to its home dock on Galveston Island, recalled Foote.

He now looks forward to greeting colleagues who choose to accept free passes to visit the ELISSA.

Compaq recently provided more computers for the Galveston Historical Foundation, which operates the ELISSA and other historic Galveston sites.

In return, Compaq employees can receive free passes to visit the ELISSA and two historic homes.

The ELISSA

The square-rigged ship ELISSA was built in 1877 by Scottish shipbuilders.

The ship sailed to exotic ports around the world and eventually fell into smugglers' hands. In 1974, it was rescued from a Greek scrapyard by the Galveston Historical Foundation, which raised \$4.5 million to convert the ship into a sailing maritime museum.

While the ship is in port, Foote helps answer questions and occasionally leads guided tours, so some Compaq employees who visit the ship may wind up with him as a tour guide.

The Williams home

The passes can be used for tours of two historic Galveston homes including the Sam Williams residence. Built in 1839 on spacious, shaded grounds overlooking the Gulf of Mexico, the home is in one of Galveston's oldest neighborhoods. Its elegant furnishings and historical information bring back the early days of Texas for those who tour.

Ashton Villa

The Ashton Villa, built in 1859, withstood hurricanes and wars to become a noted historic site. It is listed in



The ELISSA

the National Register of Historic Places. Originally owned by James Moreau Brown, the large home is a popular tour site with its ornate furnishings, antiques, art objects and many family possessions.

Full-time, permanent Compaq employees can receive passes to visit these sites by simply filling out and returning the enclosed form by Oct. 15. You will receive your pass(es) through interoffice mail.

ABOUT THE COVER

Compaq announces its most powerful computers yet, in both desktop and portable full-function personal computers

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